AMENDMENTS TO THE SPECIFICATION:

Please add the following new paragraph on Page 8, after the third paragraph:

FIG. 7 is a block diagram illustrating an example of the relationship between the various components used to define a SLC.

Please replace the paragraph at Page 12, line 13 – Page 13, line 2 with the following amended paragraph:

SLM Server 110 is a computer, or one or more hardware or software components or processes that cooperate or execute in one or more computer systems. As will be explained in detail below, SLM server 110 is configured to communicate with Client 116 through a standard open interface that allows users to define, update and manage SLAs and SLCs. In one embodiment, the SLM Server 110 performs as a central processing and reporting unit. In this capacity, the SLM Server 110 is responsible for archiving and processing SLC requests (create/modify requests) that are received from client 116 and for managing the SLM Agents 112,114. When an SLC is created or updated, the SLM Server 110 parses the SLC and contacts the appropriate SLM Agents to gather data for the SLAs that are defined within the SLC. Thereafter, the SLM Server 110 periodically sweeps the SLM Agents to gather the data and to store the results. In certain embodiments, SLM Server ~~202~~110 may itself be configured to include a SLM Agent, such as SLM Agents 112, 114.

Please replace the third paragraph on Page 43 with the following amended paragraph:

Also included in menu 300 is a SLC summary frame 330 that shows general information about the selected SLC. This is designed to allow the user to pick the SLC they are interested in without having to go to more detailed screens. In this example, the user has selected the SLC ~~"Bldng 2"~~"before-patch" in folder information window 332 which caused

information about the SLC to be displayed in summary frame 330. In certain embodiments, in response to a user selecting a particular SLC in folder information

Please replace the Abstract on Page 122 with the following amended Abstract:

A Time-Based Service Monitoring mechanism for monitoring Service Level Agreements (SLAs) over specific time intervals is described. ~~The Time-Based Service Monitoring mechanism provides a method for monitoring a level of network service offered by a service provider over specific time intervals.~~ To provide for the time-based monitoring of service, data is received for defining one or more tests for monitoring the level of network service that is being provided to a particular customer. Based on the received data, information is created and stored that defines a specific time range for when the one or more tests are to be enforced. ~~Thereafter,~~ The one or more tests are distributed to one or more agents that are configured to communicate with devices that are associated with the network. The devices are then configured to perform the one or more tests within the specific time range. Based on the results, the customer is provided information indicating whether they are receiving the level of service that has been guaranteed by the service provider over the specific time intervals.